

## Open and Transparent Government

## Total number of public records requests received

**Metric Definition** Total number of public records requests received within the reporting period.

Current	Previous	Trend
60	32	↑

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.

## Total number of public records requests completed

**Metric Definition** Total number of public records requests completed within the reporting period.

Current	Previous	Trend
53	35	↑

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

## Average time taken to fulfill public records requests

**Metric Definition** Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle.



Goal Met	Current	Previous	Target	Trend
×	12.15	12.88	10	↓

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

### Percentage of public records requests acknowledged within one business day

**Metric Definition** Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.


Goal Met	Current	Previous	Target	Trend
	95%	100%	100%	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

### Percentage of current employees completing public records training

**Metric Definition** Percentage of current employees that completed public records training by March 1 of each calendar year.



Goal Met	Current	Previous	Target	Trend
	100%	N/A	100%	N/A

**Reporting Cycle** Annual (March 1, 2016 - February 28, 2017)

**Additional Details** Public records training is available to state employees via our enterprise learning management system. All Office of the Governor employees (permanent, project, and limited term) that have access to public records are required to complete this training. This excludes wait staff, landscapers, and housekeepers employed at the Executive Residence. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

### Percentage of new employees completing public records training

**Metric Definition** Percentage of new employees that completed public records training with 30 calendar days of their start date.



Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2017)

**Additional Details** Public records training is available to state employees via our enterprise learning management system. All Office of the Governor employees (permanent, project, and limited term) that have access to public records are required to complete this training within 30 calendar days of their start date. This excludes wait staff, landscapers, and housekeepers employed at the Executive Residence.

### Percentage of exiting employees that received notice of public records retention obligations

**Metric Definition** Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

<b>Reporting Cycle</b>	Quarterly (July 1, 2017 - September 30, 2017)
<b>Additional Details</b>	It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment. This excludes wait staff, landscapers, and housekeepers employed at the Executive Residence. This is the first quarter reporting this metric. Previous and trend will not be available until the next reporting cycle.